

Care Choices

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Survey Instruments and Purpose

Survey Instruments	CAHPS Health Plan Survey
Version/Population	Commercial – Adult and Children
Additions/Changes to Instruments	Custom questions are added for higher level of detail.
Purpose of Project	<ul style="list-style-type: none"> • Meeting NCQA accreditation requirements • Identifying opportunities for improvement • Benchmarking best practices

Survey Administration

Administered Since	1999
Administration Mode	Mail with telephone follow-up (NCQA protocol)

Uses of Survey Results

Reporting	Care Choices publishes an annual report card that includes CAHPS and HEDIS measures. They post their results on a Web site for public access.
Quality Improvement	Medical groups and health plans receive CAHPS results; quality improvement projects are conducted based upon the results.
Marketing/Publicity	CAHPS scores are selectively reported for marketing purposes.

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